



Frequently Asked Questions for Re-opening

When will the Baltimore Convention Center begin to hosts events again?

- The Baltimore Convention Center is currently unable to host events during the current State of Emergency enacted by Governor Hogan in March of this year. Events will take place again when the state of emergency has been lifted

What Measures Have Been Taken By The Destination To Ensure There Is A Cohesive COVID-19 Response?

- Since the onslaught of the Novel Corona Virus the Baltimore Convention Center has been in close contact with City and State officials and our partners at Visit Baltimore to ensure our efforts are in synch for providing a uniform front in defeating the spread of the virus. You can [visit this page](#) to see each measure we have taken along the way.
- You may visit Maryland's COVID-19 Response Page [here](#) and the City of Baltimore's COVID-19 Response Page [here](#).
- Our partners at [Visit Baltimore](#) have taken the lead for Baltimore's hospitality industry, providing resources and opportunities for local hotels and attractions.

What Medical Facilities In The Area Are Equipped To Handle Emergencies?

- The City of Baltimore is the home of some of the nation's leading medical facilities. Three first class facilities are located in or near the downtown area in close proximity to the Baltimore Convention Center: [The University of Maryland Medical Center](#), [Johns Hopkins Hospital](#), and [Mercy Medical Center](#).

What Steps Will Be Taken To Ready The Space Utilized As A Federal Medical Station Upon Closure?

- A hospital grade "Terminal Cleaning" process will occur and be certified as disinfected under the supervision of The University of Maryland Medical System and Johns Hopkins Hospital. "Terminal Cleaning" refers to the medical standard practice of sanitizing a space. This practice is in use for operating rooms, infectious disease wards, and other environments where contagious diseases may have been present.

What New Sanitation Measures Are Being Taken By The Baltimore Convention Center?

The Baltimore Convention Center has implemented the following sanitation measures for the re-opening of our facility, each with the health and safety of our guests in mind:

- The Baltimore Convention Center is fully engaged with the Global Biorisk Advisory Council (GBAC) Star Accreditation. Our ongoing commitment will include the certification of more than 60 employees as Certified Custodial Technicians through ISSA, the Worldwide Cleaning Industry Association. We anticipate full accreditation to take place prior to our re-opening.

- We have more than doubled our sanitizing availability throughout the facility. Our lobbies, public spaces, and other high traffic areas are equipped with stations offering both hand gel and disinfecting wipes.
- Our hand sanitizers are made with 70% ethanol germicidal efficacy, 10% higher than the FDA recommendations.
- Employees responsible for cleaning and sanitizing the building are undergoing training and certification through the [ISSA- Clean Management Institute Certified Custodial Technician Program](#).
- Touch points in public spaces, including doorknobs, elevator controls, escalator rails, and restrooms are cleaned and sanitized on a more frequent, ongoing, basis.
- Electrostatic sprayers are being put into place use for in sanitizing the facility and we continue to explore the best methods and equipment available.
- Our catering partner Centerplate Powered by Sodexo has invested in all new point-of-sale cash registers to give customers the option of a touchless transaction.
- These POS systems will be available at every outlet and will include capabilities for Google Pay, Apple Pay and Samsung Pay with tap to pay technology. Receipt options will be available via text or e-mail.
- Touchless coffee urns and water stations are available for coffee breaks inside of meeting rooms.

What Measures Are Being Taken Regarding Air Quality?

- To ensure the cleanest air quality possible, all of our air handlers are being upgraded with MERV-16 hospital grade air filters to for the highest level of particulate capture.

What Measures Are Being Taken To Monitor The Health Of Your Staff?

- The Baltimore Convention Center is taking the lead from the City of Baltimore and the State of Maryland to ensure that our workplace is in compliance with the most recent social distancing guidelines.
- Before starting work for the day, every employee must complete a Health Check Questionnaire designed to detect any signs of COVID-19 symptoms or exposure. Any employee showing signs of possible exposure are sent home.
- Employees on duty will be equipped with masks, gloves, and other personal protection equipment necessary to perform their tasks with the health of the employee and everyone they come into contact with in mind.

How Will Movement Be Monitored Inside The Facility To Ensure Social Distancing Measures Are Being Followed?

- We are currently crafting new policies and procedures to address movement, traffic flow, and meeting layout throughout the facility that will promote social distancing according to the recommendations provided by the State of Maryland.
- We are taking safety precautions in every area of the facility with the understanding that each event is unique. Our staff will work with clients individually to customize a plan that fits their specific event needs.

What Changes Are Being Made Inside The Facility To Ensure Social Distancing?

Several areas of our facility are being redesigned with social distancing in mind.

- We are making changes to our public spaces by rearranging furniture and other non-stationary items to ensure social distancing during breaks in our lobbies.

- Changes are being made to the layout of our meeting rooms, ballrooms, and retail concession areas to promote safety at all times.

Is the Baltimore Convention Center Offering Discounts for Meetings That Take Place In-Person and If additional Space is Needed for Social Distancing, Will Pricing Differ?

- The Baltimore Convention Center is committed to ensuring our clients are able to hold a successful event, conference, tradeshow or convention when we are able to meet again. Our Sales Managers will work with you to re-evaluate discounts offered and space needed at no or reduced price whenever possible based on revised attendance numbers and exhibitor participation.
- The Center will make every effort to extend additional space to accommodate social distancing practices. This includes exhibit halls, meeting rooms, Ballroom areas and pre-function space that may be needed. Please direct all questions to your Center Sales Manager for availability.

Are In-Person Site Visits Currently Taking Place?

- The Center is currently offering both in-person and virtual site tours of our space. Please contact your Sales Manager or Convention Services Manager to schedule this. Areas of the building available to tour in person are Halls A-D, Charles Street Lobby, Meeting Rooms 301-350, Ballrooms I-IV, 300 Pratt Lobby, Main Terrace, and Camden Lobby.

What Are the Protocols For On-site Visits?

All visitors will be required to follow the below protocols while in the building:

- **Social Distancing:** The Baltimore Convention Center is taking the lead from the City of Baltimore and the State of Maryland to ensure that our workplace is in compliance with the most recent social distancing guidelines. Please maintain a 6 foot distance from others while walking the Center space.
- **Health Check Questionnaire:** All employees, contractors and visitors entering the Baltimore Convention Center are required to complete a Health Check Questionnaire designed to detect any signs of COVID-19 symptoms or exposure. If you have recently been exposed to someone with the virus or show symptoms or have a fever, please reschedule your visit for a more appropriate time.
- **Face Coverings:** Face coverings are required to be worn at all times while touring the Center space.
- **Parking:** We will make every effort to accommodate your parking needs. We will provide you with the location and directions. We will require vehicle information prior to your arrival (make, model, tag number) and we will prepare a parking pass for you.
- **Public Safety:** The Public Safety entrance is being used for our site visits. Upon entry you will be asked to take the Health Check Questionnaire. After the questionnaire is completed we will begin walking the space. There are hand-sanitizing stations throughout the building for your convenience.

Is There a Limit to the Number of People Who Can be Included in the Visit?

- Yes, please limit the number of site participants to ensure social distancing is possible. Attendance will be limited to 10 people or less, which also includes the Center and Visit Baltimore staff members.

Virtual Site Tours

Our Virtual Site Tours are pre-recorded for each client. The recorded walk-through will be presented on a WebEx meeting site. Please be sure to give us adequate advance notice when scheduling your virtual tour so we can ensure a customized experience.

- Planning partners from Centerplate, Edlen, Projection and MC Dean can also be available to discuss any operational detail needed. Please be sure to let us know in advance so we can schedule the representatives who will be joining the tour.

Our sales team is working closely with our business partners to develop innovative, hybrid meeting packages that combine the latest technologies available for semi-virtual meetings. If you are interested in learning more about re-opening plans taking place at the Baltimore Convention Center with you in mind, please visit our site to speak to a member of our [Sales Team](#).

This document will be updated on an ongoing basis to ensure the most up-to-date information is readily available. **LAST UPDATE: 08/04/2020**

